Innovative Laminations Co

North Carolina Manufacturing Extension Partnership

Innovative Laminations Co., Seals Quality into each Sheet

Client Profile:
Innovative Laminations Company, Inc. (ILC) is a custom designer and manufacturer of high quality, decorative plastic sheet and roll stock, supplying material to various markets including the marine, automotive, furniture, heavy truck, signage and point of purchase display industries. The company employs 5 people at its facility in New Bern, North Carolina.

Situation:
Ninety-eight percent of ILC's business is custom orders. With a 40 percent grown in sales, the company realized that without a system in place, they could not withstand the demand and keep the same quality and service for their customers. ILC contacted the North Carolina Manufacturing Extension Partnership (NCMEP), a NIST MEP network affiliate, for help.

Solution:
NCMEP began an ISO 9001 preparation support project with ILC which led to the company's ISO 9001 certification. By adopting a quality management system, the company was able to maintain the highest level of quality to keep their customers returning. The ISO registration helped ILC increase their on-time delivery by 15 percent and improve their material efficiency by 20 percent, but perhaps most importantly, helped them manage their business more effectively allowing them to venture into new markets and increase market share.

Results:
* Achieved ISO 9001 certification.
* Increased sales by $750,000.
* Retained sales of $832,000.
* Realized $331,000 in cost savings.
* Improved efficiency by 20 percent.
* Increased on-time delivery by 15 percent.
* Invested $200,000 in plant, equipment and workforce development.
* Retained 20 jobs.

Testimonial:
"We're more profitable and we have happier customers. We deliver on-time and with consistent quality. In our business, customer is king, and ISO has helped enhance that philosophy."

Ronnie Buck, President